



**STATUS:** Underway.

**PROJECT:** e-MVA Service Delivery Systems

**DESCRIPTION:** This project includes the design and implementation of electronic delivery of MVA services through the Internet, kiosks and telephone Interactive Voice Response (IVR) systems.

**JUSTIFICATION:** The implementation and availability of MVA services electronically will improve customer service, reduce trips to MVA offices and improve effectiveness and productivity.

**SMART GROWTH STATUS:**

- ☒ Project Not Location Specific or Location Not Determined  
☐ Project Within PFA ☐ Project Outside PFA; Subject to Exception  
☐ Grandfathered ☐ Exception Approved by BPW/MDOT

**ASSOCIATED IMPROVEMENTS:**

None.

**SIGNIFICANT CHANGE FROM FY 2002 - 07 CTP:** Cashflow from FY 2004 was deferred to FY 2005 due to the national economic slowdown. Cost increased \$1.6 million due to addition of FY 2006 e-MVA services.

POTENTIAL FUNDING SOURCE:										
<input checked="" type="checkbox"/> SPECIAL <input type="checkbox"/> FEDERAL <input type="checkbox"/> GENERAL <input type="checkbox"/> OTHER										
PHASE	TOTAL ESTIMATED COST (\$000)	EXPEND THRU 2002	CURRENT YEAR 2003	BUDGET YEAR 2004	PROJECTED CASH REQUIREMENTS FOR PLANNING PURPOSES ONLY				SIX YEAR TOTAL	BALANCE TO COMPLETE
					.....2005.....	.....2006.....	.....2007.....	.....2008.....		
Planning	0	0	0	0	0	0	0	0	0	0
Engineering	1,701	685	491	0	525	0	0	0	1,016	0
Right-of-way	0	0	0	0	0	0	0	0	0	0
Construction	12,372	2,372	2,494	388	5,118	2,000	0	0	10,000	0
Total	14,073	3,057	2,985	388	5,643	2,000	0	0	11,016	0
Federal-Aid	0	0	0	0	0	0	0	0	0	0